



Account Services Technician Water System-Customer Service

WCS/7-190

JOB SUMMARY

This position is responsible for customer account set-up, assisting with final bills and participating in customer support operations.

MAJOR DUTIES

1. Completes specialized analytical functions in the utility billing software relating to creating new service location accounts, new customer records and assigns utility billing service coding, and final bill accounts.
2. Inputs new meter installation and meter change-out records and ensures utility billing charge codes for accurate utility billing. Maintains meter purchases, meter installation and new meter account records for financial reporting for annual audit.
3. Initiates and directs work with field technicians regarding customer support requests, restoration of service, hydrant flushing and meter installations. Creates, analyzes, and documents field technician service orders to ensure account accuracies.
4. Answers customer calls and addresses customer care inquiries for account balance or consumption inquiries, new service or termination requests and other account changes.
5. Maintains all Water System customer care email correspondence.
6. Inputs customer account name changes, billing address changes, e-bill request, and delivery method updates to ensure accurate water bill delivery.
7. Issues unmetered water permits, maintains records of water usage and monitors outstanding permits.
8. Post daily meter readings in final bill process for terminated accounts.
9. Assist with bulk mail processing; sorting, opening, and verifying and processing mailed payments. Assists with stuffing water bill and other mailroom tasks. Assists with utility billing processes.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of accounting and utility billing operations, customer support, and specialized mailroom operations.
2. Knowledge of Water System operations, policies, and procedures.
3. Knowledge of County policies and procedures.
4. Knowledge of modern office practices and procedures.
5. Knowledge of department billing system and billing system functions, computers and job-related software programs.
6. Skills in multi-tasking, planning, prioritizing, and meeting deadlines.
7. Skill in oral and written communication.
8. Skill in planning and meeting deadlines.
9. Skills in researching data and preparing reports.
10. Skills in interpreting complex information and the ability to convey it to others in an accurate, complete, and understandable manner.

SUPERVISORY CONTROLS

The Customer Support Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include County and department standard operating procedures. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related customer support duties. The variety of new service account types and rate codes along with customers situations to be addressed contributes to the complexity of the position.
- The purpose of this position is to participate in the Water System's customer support operations. Success in this position contributes to the efficiency of Water System operations.

CONTACTS

- Contacts are typically with co-workers, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and occasionally heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the workplace or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.